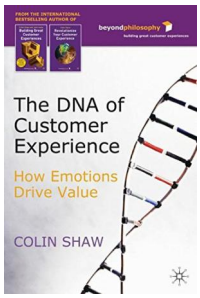
# The DNA of Customer Experience: How Emotions Drive Value

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